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## Exploratory Analysis of the Way to Realizing China's Service-Oriented Police Affairs

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### Abstract

As society changes, traditional types of police affairs can no longer adapt to the development and demand of the times. Service-oriented police affairs in the new era closely follows the government's pace of reform, and is an effective way to solve the problem caused by numerous types of police affairs losing effectiveness at present. This article discusses the meaning, theoretical basis, characteristics and way to the realization of China's service-oriented police affairs. In short, in the process of constructing China's service-oriented police affairs, what are needed include changing the idea of police service, improving public security organizations, structuring highly efficient police affairs operation mechanism, etc..

**Key words:** China; Service-oriented police affairs; Way to realization

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### INTRODUCTION

Generally speaking, a specific type of police affairs is not only related to a specific social background, but will also be reformed along with social changes. From the foundation of new China till present, China's police affairs went through changes from "cracking down policing" to "controlling policing" and other types. These different

types of police affairs all played irreplaceable roles in specific historical periods. In the new era, the change of social structure, the various intricate and complicated, old and new social conflicts, as well as the change of government's idea of administrative management, inevitably stimulated the reformation of police affairs to adapt to the demand of the times. As a result, China's service-oriented police affairs emerged at the right moment.

### 1. THE MEANING OF CHINA'S SERVICE-ORIENTED POLICE AFFAIRS

The concept of service-oriented police affairs was first proposed by Western scholars. It is a product of the permeation in police affairs of public administration ideas such as "public service," "introduction of market mechanism," "customer orientation," etc.. Limited by the conditions of the times, however, scholars did not systematically study and summarize service-oriented police affairs. In China, Professor Yongzhong Wei first proposed this concept. As government branches, public security organs have the basic functions of preventing, cracking down, and punishing law violations and crimes, maintaining social order, and guaranteeing the safety of the nation and its citizens. Therefore, the study of service in service-oriented police affairs should focus on the functions of public security organs. Cracking down on law violations and crimes and enhancing the public's sense of safety are the best services which public security organs can provide. Thus, the service in service-oriented police affairs has both the connotation of a service-oriented government and the denotation of the particular functions of public security organs. In brief, China's service-oriented police affairs refers to the manner and method of using the idea of public service to perform the functions of the police, implement social control, and maintain social order.

## 2. THE THEORETICAL BASIS OF CHINA'S SERVICE-ORIENTED POLICE AFFAIRS

### 2.1 The Theory of Social Control

The theory of social control originated from the representative work by American sociologist E. A. Ross—*Social Control*. In his work, Ross discusses the theory of social control from three aspects—the basis of control, the tool of control and the system of control. Social control is an indispensable means to maintain social order, and it exists at various stages of social development where there is a conflict of interest. The theory of social control is also quite prevalent in the study of crimes. Many criminologists believe that the reason people do not commit crimes is because there are strict internal and external control factors. In addition, Professor Zhigang Gong expounded on social control from the perspective of social authorities constraining social groups, and pointed out that the purpose of control was to maintain social order, while service-oriented police affairs was an innovative form of *Social Control* in essence. The theory of social control can be used for reference with regard to service-oriented police affairs. First, service-oriented police affairs cannot talk about service outside the context of control; second, the essence of service-oriented police affairs is social control.

### 2.2 New Public Service Theory

The new public service theory believes that the government is a public service provider, instead of only being the “helmsman.” This new role requires the government to respect the values of people instead of only pursuing productivity; to be people-oriented instead of being customer-oriented; to regard the public interest as the goal of public administration, which is more important than entrepreneurship. Also, the government must take on greater responsibilities which are not limited to the market. The government must be open and responsive enough, etc.. The inspirations of the new public service theory for service-oriented police affairs are: (a) service-oriented police affairs must be people-oriented and focus on people's values. It must change from inflexible control to flexible management measures such as communication, coordination, mediation, etc.. (b) the goal of service-oriented police affairs is to satisfy citizens' demand of safety, i.e., to build a good environment for the communication between police and people, to establish a cooperative relationship based on mutual trust between police and people, and to set up the common concept of public safety. (c) service-oriented police affairs must change the role of the police from the traditional controlling role to the role of a service provider who works for citizens' interest in pursuing public safety.

### 2.3 The Theory of Good Governness

The theory of good governness believes that the direct source of legality does not come from the government's administration by law, but from the authority and order internally acknowledged by every citizen; the government should publicize information of government affairs concerning citizen's vital interests through multiple channels, i.e., making government affairs open to the public; the participation of citizens in the government's decision-making is more conducive to the implementation of the decisions; the law is the highest principle of government's public administration, therefore, government administration must abide by the law; government administrators must respond in time to citizens' demands, and be willing to listen carefully to citizens' opinions. The significance of the theory of good governness for constructing service-oriented police affairs is: (a) it helps build a harmonious relationship between the police and the public by relying on communities to strengthen the communication between the police and the people, letting citizens participate in the police affairs in communities, so that citizens and the police share common governance and prevention, and the credibility of public security organs is enhanced; (b) it sets up public security organizations scientifically and reasonably, thereby enhancing the efficiency of police affairs; (c) it makes full use of modern information resources to build police affairs information platforms and develop electronic policing service, etc..

## 3. THE CHARACTERISTICS OF CHINA'S SERVICE-ORIENTED POLICE AFFAIRS

### 3.1 The Essence of Service-Oriented Police Affairs Is Social Control

Unlike the traditional controlling police affairs, service-oriented police affairs emphasizes service more. Regarding the subject of service, the subject of service of service-oriented police affairs is the broad masses of the people, while it severely punishes those who violate the law and commit crimes. Regarding the purpose of service, the ultimate purpose of the various services provided by the police is to realize social control, maintain public safety, and meet citizens' safety demands at different levels. Regarding the role of the police, the police must change their role from rigid law enforcement social administrators to servers. Regarding police affairs activities, more attention should be paid to the quality of service, including service diversification, service timeliness, maintaining a smiling service attitude, and high service efficiency.

### 3.2 The Core of Service-Oriented Police Affairs Is People-Orientation

All the powers of the government are bestowed by the people, and police power is no exception. This determines

that the core of service-oriented police affairs is people-orientation. Specifically, in the process of administrative law enforcement and criminal law enforcement, the police should abide by the idea of "law enforcement for the people," respect citizens' rights, emphasize human value, serve the people whole-heartedly, put an end to acts such as playing favoritism, corruption, abusing one's power, extorting confessions by torture, and trampling on human rights.

### **3.3 Service-Oriented Police Affairs Is Limited Policing**

Limited policing means that the police should focus their work in areas which are related to their power. Limited policing is first reflected by the limited power of the police, i.e., police power is limited to the scope of public security organs' functions. Second, limited policing is reflected by the limited functions of the police. In the case of widespread insufficiency of police forces, maintaining social order must bring all kinds of social forces into full play, for example, social groups, security personnel, volunteers, etc. jointly participating in maintaining public safety. Last, limited policing is reflected by the limited abilities of the police. The police are not omnipotent, and the key to raising the efficiency of police affairs is for the police to get out of trivial and fussy non-police affairs, and immediately hand the work which is not within the scope of their power over to departments which have the power to administer it.

### **3.4 Service-Oriented Police Affairs Is Information-Based Policing**

With the rapid development of computer technology and rapid popularization of networks, the world today has entered the information era. On the one hand, it provides new ways for police affairs; on the other hand, it also brings about a new problem, i.e., the problem of network security. The important characteristic of service-based police affairs is: Using the information technology to reform police affairs and implementing electronic policing. First, public security organs can provide convenient services to people by issuing network information; second, they can crack down severely on internet crimes with the aid of information technology and practically maintain information safety. In the age of big data, whether public security organs can timely obtain, analyze, process, and use network information has increasingly become a yardstick for appraising their work efficiency.

## **4. WAY OF REALIZING CHINA'S SERVICE-ORIENTED POLICE AFFAIRS**

### **4.1 Change the Idea of Police Affairs**

The idea of police service must be changed from the restriction and control to service-oriented. Traditional

control is control for control's sake. From a legal aspect, although traditional control has a legal basis, it often surpasses the authority of the law and infringes upon citizens' interests; in terms of content and scope, traditional control does not have strict limits, so that the distinction between policing activities and non-policing activities is vague and there is a serious waste of policing resources; in terms of the purpose of police affairs, traditional control controls and constrains citizens in order to crack down on crimes, and does not pay attention to citizens' rights; in terms of accountability investigation, traditional control lacks accountability investigation mechanism, and citizens are often helpless when they are subject to undue punishment. On the other hand, the essence of service-oriented police affairs is social control. Even though it is also a kind of administration and control of society, it is realized in the form of service, and not control for control's sake. This determines that in order to implement service-oriented police affairs, the first thing is that the idea of traditional control must be changed. Service should be used to promote administration and control, and the boundary of policing activities must be clearly defined and brought within the track of legal governance, so as to construct sophisticated accountability investigation mechanism.

### **4.2 Improve Public Security Organizations**

An organization's structural setup, authority, personnel supply and other factors directly affect the realization of the organization's goal. Public security organizations are carriers of the functions of public security organs and pivots of policing activities. Service-oriented police affairs has special demands for public security organizations, which are mainly reflected in organizational structure setup and power allocation. On the one hand, the levels of administration and span of control of public security organizations must be appropriate. Public security organs are government branches unlike other administrative organs. Their major responsibilities are fighting crimes and maintaining order. In addition, the service function of service-oriented police affairs determines that the focus of public security work is at the grass-roots level. Therefore, a large number of police forces should be transferred to the front line or the grass-roots level. This decided that a flat organizational structure with few middle levels and a large span of control is more suited to the service-oriented police affairs mode. On the other hand, the allocation of power to organizations and personnel abides by the principle of combining the centralization and decentralization of power. Centralization controls the situation, while decentralization solves specific problems. In practical operations, there is the need to continuously search for the balance between the two, i.e., the general interest and overall situation must be

considered, and at the same time, practical problems must be solved highly efficiently.

### 4.3 Construct Highly Efficient Police Affairs Operation Mechanism

First, there must be strict regulations of police law enforcement. The police must seriously study and carry out the idea of the rule of law, uphold fairness and justice, respect public opinion, keep the balance between rights and powers, and maintain the consistency of rights and obligations. Second, law enforcement procedures must be strictly complied with. Procedures are visible justice, therefore, in the law enforcement processes of the investigation and handling of public security cases, public security mediation, public security punishment, etc., law enforcement procedures must be strictly complied with. Third, the administrative law enforcement and criminal law enforcement by the police must be effectively combined. Fourth, police affairs should be fully open to the public. Service-oriented police affairs is open and transparent, and transparent police affairs must make necessary policing information open to the public. Only openness and transparency can guarantee fairness, justice, and administration according to the law. To realize the regulation of police law enforcement, enhance public trust in public security organs and raise the authority of the police, gain citizens' understanding and support of policing activities all need policing information to be made open. Fifth, electronic policing must be developed. Electronic policing is a guarantee for service-oriented police affairs to be implemented effectively. It is not only means to publicize policing information, in the era of big

data, it is also an indispensable tool for conducting other policing activities well.

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### SUMMARY

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To sum up, police affairs is a generic term for the behavioral mode of the police and belongs to the domain of superstructure. Certain economic situation needs a certain mode of police affairs which is compatible. Under the macro background of the overall construction of socialist market economy, Chinese government's idea of governance should shift to service. China's public security organs should also change their idea of police affairs and implement service-oriented police affairs in order to promote the harmony and stability of society. In the new era, service-oriented police affairs is both a specific mode of police affairs, and a concept of police affairs. It can not only guide and coordinate, make up the deficiencies of other modes of police affairs, but also solve specific problems. It is both a contingent dynamic mode of police affairs, and also an innovation-driven mode of police affairs which advances with the times.

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